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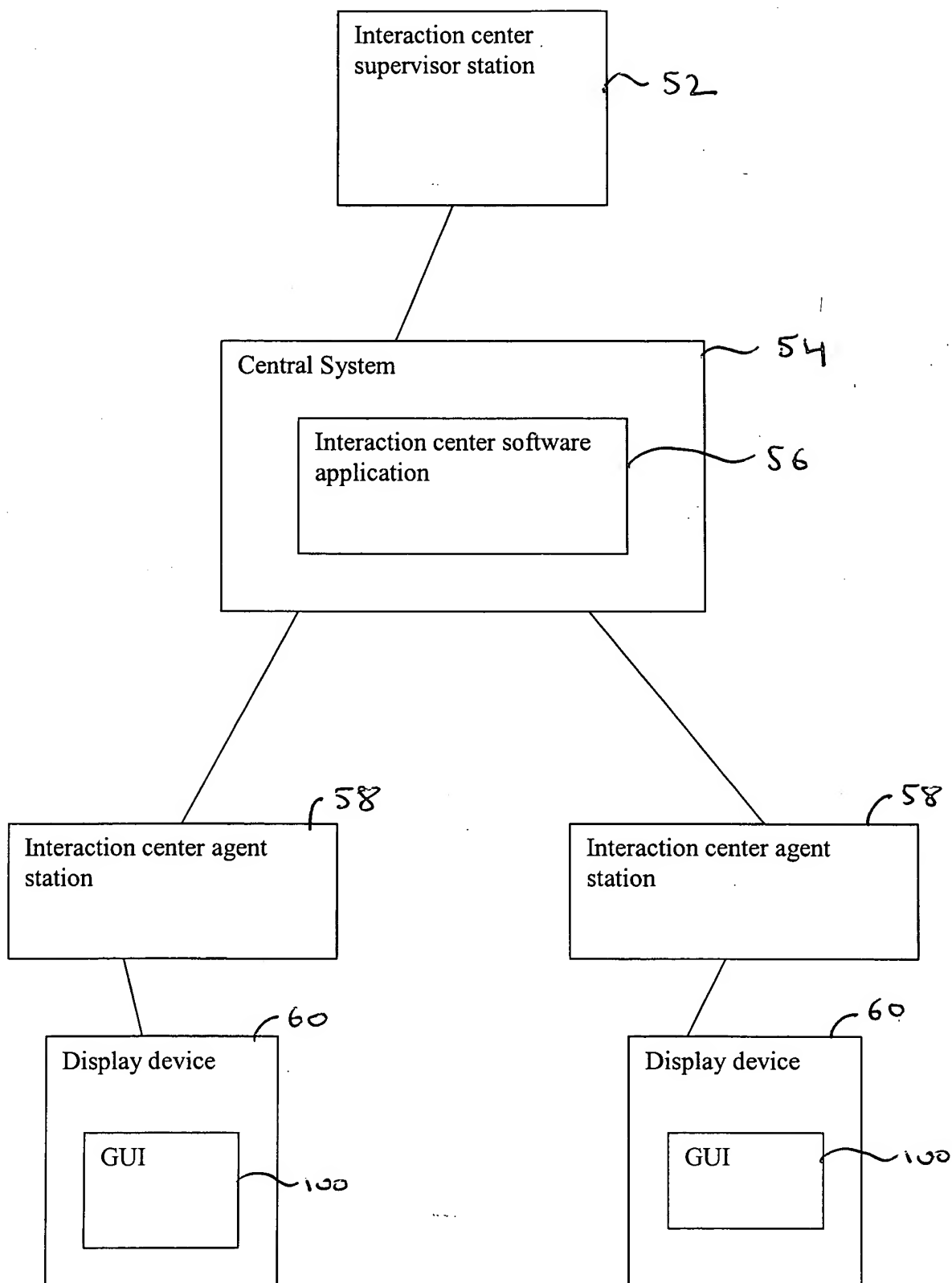


FIG. 1

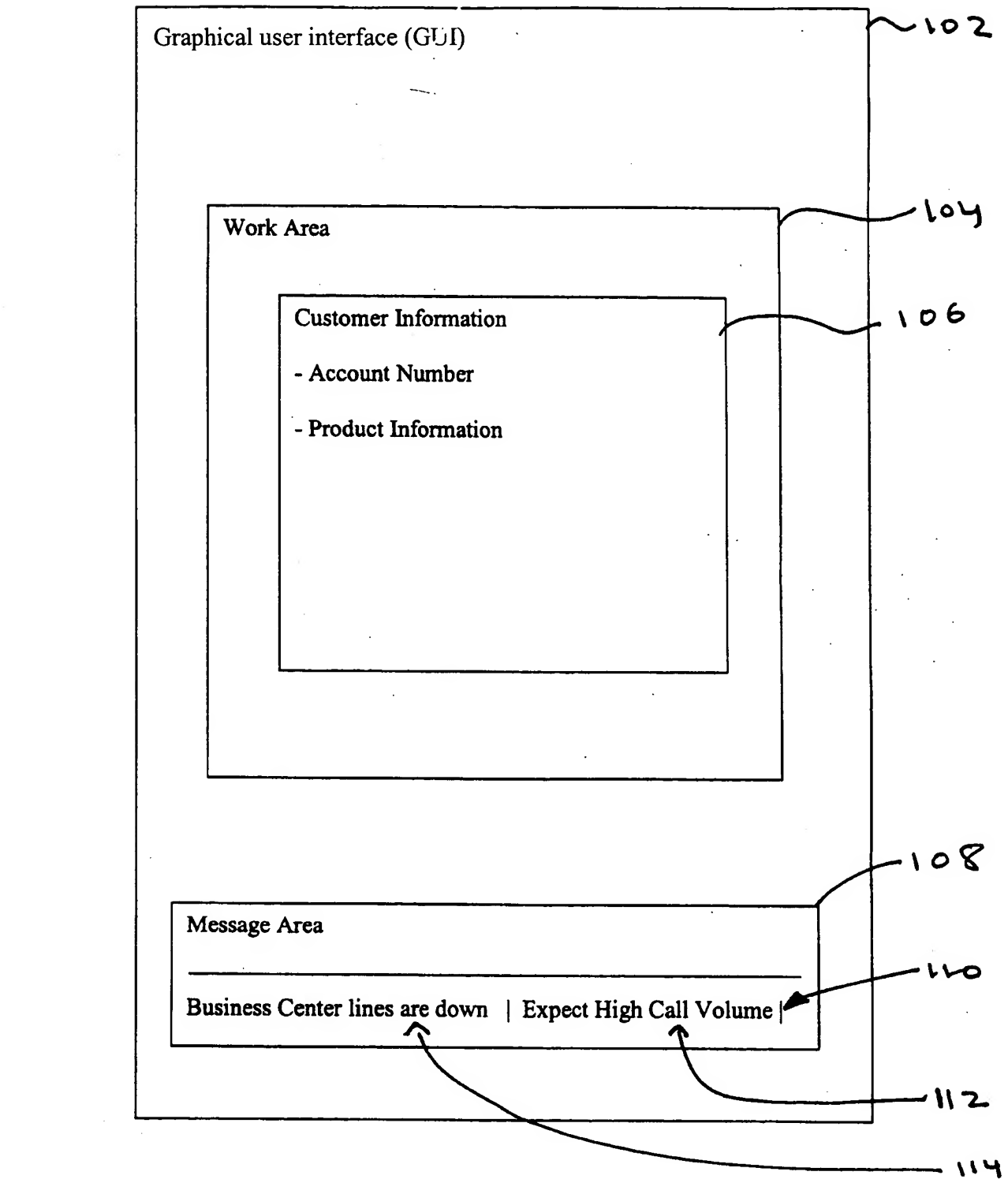


FIG. 2A

Applicant(s): Kumar et al.
COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

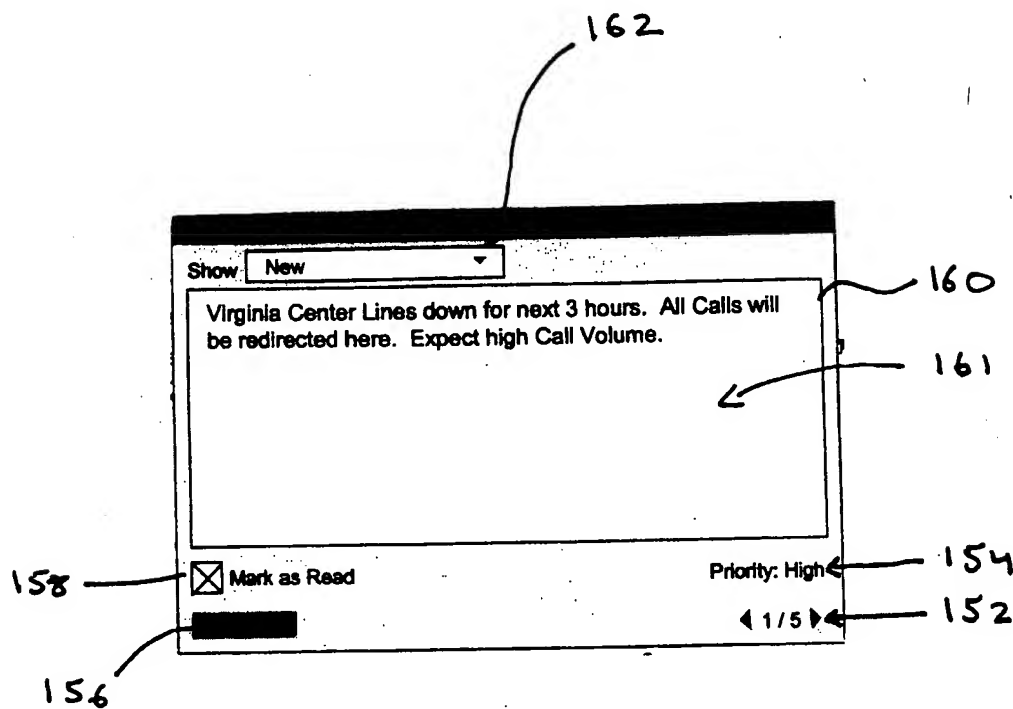


FIG. 2B

Applicant(s): Kumar et al.
COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

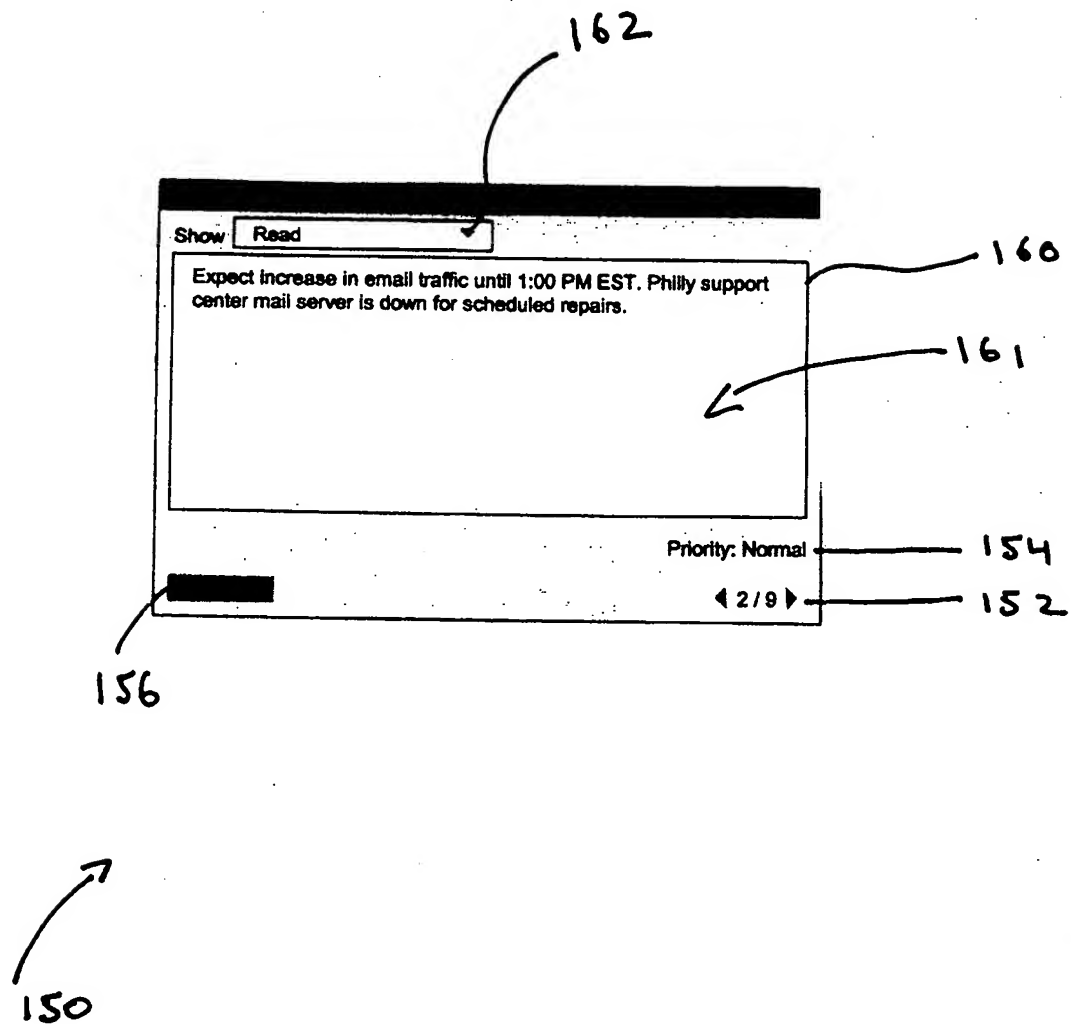


FIG. 2C

Applicant(s): Kumar et al.

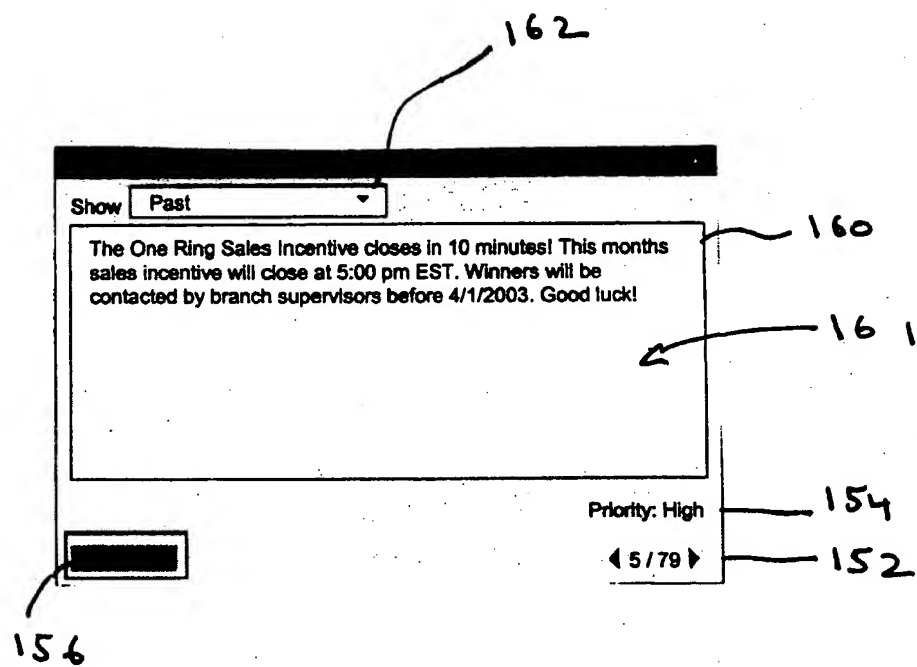
COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

FIG. 20

Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

202

To MR. SMITH 204

Message Title Please call Mr. Terry White 206

Long Text Mr. Terry White needs some immediate assistance with his washing machine. It is flooding his Laundromat. 208

Duration 1 Hours Min 210

Priority High 212

Cancel 214 216

200

FIG. 2E

Show all news and briefings containing text

sent {

Show

- ☐ Title
- ☐ Virginia center lines are down for next 3 hours
- ☐ Company CEO makes a presentation
- ☐ New Sales shipping deadlines
- ☐ Research center for emerging technologies
- ☐ Information only for agents dealing with [REDACTED] calls
- ☐ New Press Policy - Urgent
- ☐ Updated feedback forms - now available!
- ☐ Economy reports - please read
- ☐ Company Christmas Party is postponed till 12/27
- ☐ Customer Services groups weekly meeting
- ☐ New product presentations at 12:30 (during lunch)
- ☐ Need volunteers for late night shifts on Wednesday
- ☐ 401K enrollment deadlines
- ☐ Going away party for George
- ☐ Database systems might be slow for 30 minutes

Date

time

Mark As Read

F16.3

250

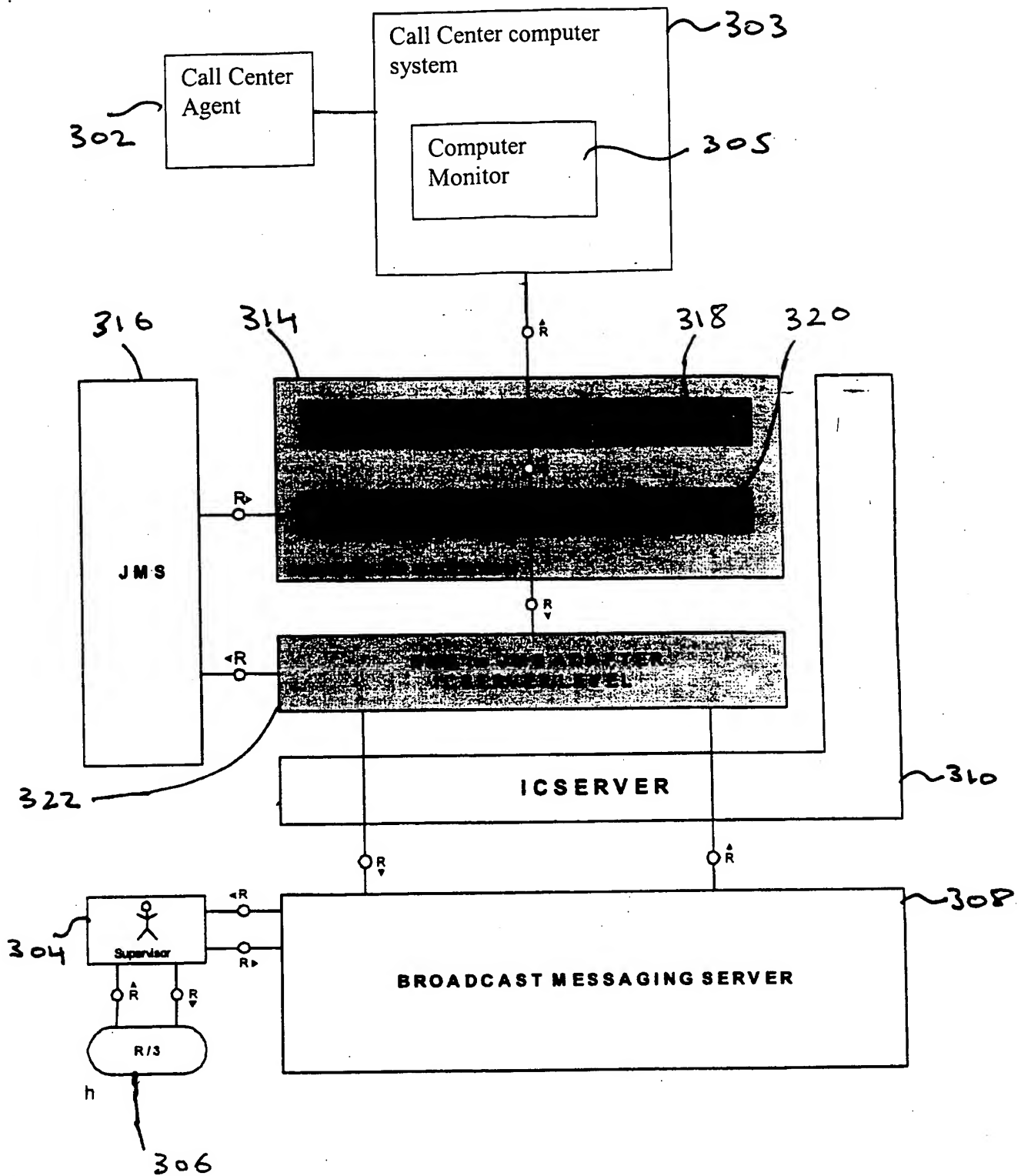
Applicant(s): Kumar et al.
COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

FIG. 4